

State Children's Health Insurance Program

CAHPS® Questions

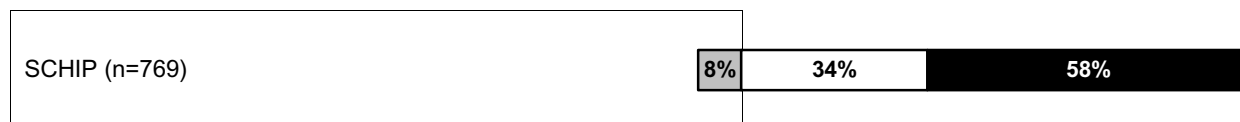
Questions 5, 12, 39, and 62

Rating of Personal Doctor or Nurse, Specialist, Health Care, and Health Program

This chart summarizes the responses to survey questions 5, 12, 39, and 62, which ask members to rate their personal doctor or nurse, specialist, all health care, and health program.

Rating of Personal Doctor or Nurse

Q5. "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse?"



Rating of Specialist

Q12. "We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?"



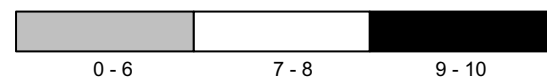
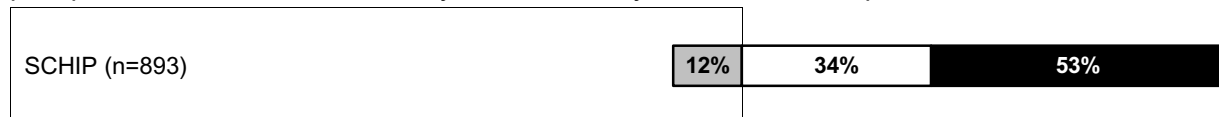
Rating of All Health Care

Q39. "Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?"



Rating of Health Program

Q62. "Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed if there were fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.